

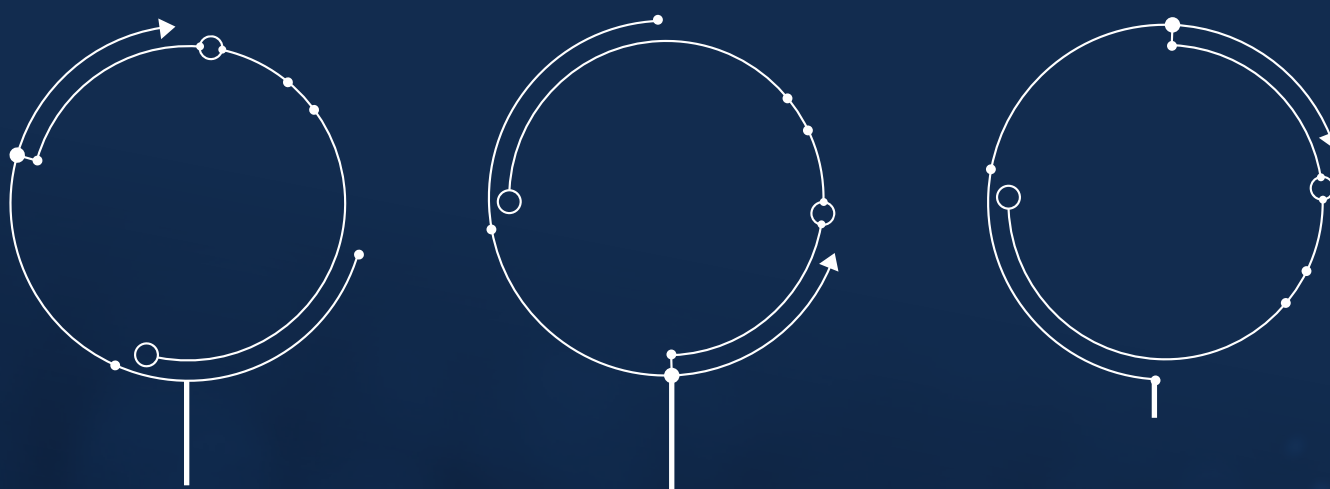


Get the Most Out of Your CMDB Investment

Integrating ScienceLogic with
ServiceNow Drives Efficiency
and Better Incident Automation

Integrating ScienceLogic with your ticketing and asset management system can result in tremendous cost savings and staff efficiencies. ScienceLogic ensures you start with the right data, so your ServiceNow CMDB can do its job. IT operations teams are using these complementary technologies, along with updated processes and well-trained staff, to resolve issues faster and ease staff burden.

Customer Success Stories/ROI



Using ScienceLogic's Dynamic Data Discovery to Enhance ServiceNow Data



How to Achieve Real-time CMDB Accuracy

You want to fix problems before they reach your customer, but you can only fix the ones that you know about. Many organizations are not aware of all the devices that can impact their network. It is said that 85% of CMDB deployments fail, because they are not built to handle today's huge volumes of frequently-changing data.

As Forrester points out, the sophisticated automation that enterprises need for the future will work only if operations can conquer the data challenges. Configuration management is no longer just a nice-to-have; it's become an existential issue. ServiceNow needs clean records that reflect new devices as well as changes to devices. To realize the full potential of your ServiceNow investment, you need a discovery and monitoring platform that constantly checks your network.

Find the Real Problem in Your Network

Your first performance checkpoint is comparing the devices in your CMDB with the devices discovered by your monitoring solution. Discrepancies can cause you to miss important incidents. For instance, if you don't have a Configuration Item for a server in the CMDB, then you cannot create an incident, automatically create a service desk ticket, or identify a troubleshooting path for that missing CI in ServiceNow. Discovering every device in your network is key to having the right data at all times.

Know Where to Go for the Truth

Synchronizing your monitored data lets you correct and update the CMDB through automation. Employing standard naming conventions and subnets in appropriate locations can also help improve processes.

Serve and Assure Your Customers

If you wait for a customer to alert you about an outage, the problem has already negatively affected your business. Visibility into your dynamically changing environment lets you serve customers better by preventing issues, and assure them by fixing problems fast.

Creating Too Many Incidents Decreases the Ability to Act



How to Reduce Incident Noise

When you face too many problems at once, it's harder to prioritize the major incidents costing you the most money. According to the Ponemon Institute, IT downtime costs around \$8,600 per minute. Incident noise leads to hasty assumptions, costing you valuable time as you shuffle through many smaller incidents. A monitoring platform that reduces noise and correlates related events improves staff workflows; feeds into efficiencies with your ServiceNow platform; and presents opportunities for machine learning.

Reduce Incident Volume and False Alerts

If a router goes down in one office, it sets off a chain of other events from all connected servers. Instead of trying to figure out which devices connect to each other, employ a visual display of your network relationships on demand. The visual mapping of devices shows the connection between events (event correlation), to minimize duplicate alerts. You can also suppress events during approved maintenance windows.

Prioritize Financial-Impacting Issues

Reducing incident noise frees your staff to focus on incidents with the greatest business and financial impact. Your teams need insights into health, availability, and risk of impeding correlated events to help prioritize those service level incidents that align with your required SLAs.

Identify Chatty Devices

For instance, excessive memory consumption can lead to memory leaks. Correlate this data into your CMDB and create elevated incidents from noisy devices. Use machine learning to elevate common daily noise into actionable problem management cases.

Removing Manual Processes to Speed up Mean Time to Repair (MTTR)



How to Automate Incident Creation and Management Processes

On average, it takes 10-15 minutes to manually create an incident ticket. But what if you receive multiple incidents from correlated events all at once? You get bogged down manually creating tickets. It can take up to 90 minutes to route a new ticket to the right team. Your organization might have resolved the issue in that time frame if the process was faster. The key to incident management workflow is automated incident creation and forwarding to the proper support team.

Prevent Staff from Investigating Non-events

Teams affected by an incident become overwhelmed when they don't have a clear picture of the problem. Your integrated monitoring platform can populate and send incidents to teams experiencing a service outage to reassure them. Communicating when someone does not need to act is as important as notifying those who do.

Fix Problems Faster

Once you automate incident creation, you can reduce mean time to repair (MTTR) by up to 80%.²

Meet SLAs

By automating incident creation, you increase accountability in your SLA agreements. Sending automated incidents to your managed service provider helps you both track and fix all pending incidents in your environment.

² Kellogg Cuts Resolution Times by 80%+

<https://www.xmatters.com/resource/kellogg-cuts-resolution-times-by-80/>

Learn More About How ScienceLogic Can Enhance Your ServiceNow Investment

The ScienceLogic solution lets companies digitally transform themselves by removing the difficulty of managing complex, distributed IT services.

Click Below for Details



Discover how ScienceLogic and ServiceNow deliver advanced service management
www.sciencelogic.com.

Learn more about CMDB and incident automation with ServiceNow and ScienceLogic
<https://www.sciencelogic.com/product/technologies/servicenow>.